

**MICHIGAN DEPARTMENT OF CIVIL SERVICE
JOB SPECIFICATION**

DEPARTMENTAL TECHNICIAN

JOB DESCRIPTION

Employees in this job perform a variety of technician assignments (facets of professional work), in support of departmental programs, services, and activities. Work is performed through the application of a body of knowledge related to the methods, practices, procedures, policies, regulations and laws of this field.

There are four classifications in this job.

Position Code Title –Departmental Technician-E

Departmental Technician 7

This is the entry level. The employee works in a learning capacity performing a range of departmental technician assignments under close supervision.

Departmental Technician 8

This is the intermediate level. The employee works in a developing capacity with increased responsibility for performing a range of departmental technician assignments.

Departmental Technician E9

This is the experienced level. The employee performs a full range of departmental technician assignments and uses independent judgment in making decisions based on established methods and procedures.

Position Code Title –Departmental Technician-A

Departmental Technician 10

This is the advance level technician. The employee at this level serves as a lead worker responsible for assigning and directing the work of lower level technicians, or as a senior Worker, performing departmental technician assignments recognized as the most complex. Senior level employees perform complex assignments beyond those expected at the experience level which have been approved by Civil Service.

NOTE: Employees generally progress through this series to the experienced-level based on satisfactory performance and possession of the required experience.

JOB DUTIES

NOTE: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

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Conducts special studies and surveys in such areas as feasibility of offering new services, improvement of efficiency, economy, and centralization or decentralization of services.

Proposes revisions in rules, regulations and procedures manuals; designs new forms and procedures.

Reviews changes in policy and its impact to operations; writes and revises procedures to accommodate changes and to ensure consistency in form and format.

Interprets statutes and legislative proposals and their ramifications to inform, update or advise departmental and outside personnel.

Reviews and evaluates documents, such as incorporation papers, insurance policies, teachers' certificates, contracts, bonds, deeds, leases and permits to determine if prescribed requirements or qualifications are met; certifies as to the eligibility of persons or the acceptance of documents.

Conducts interviews by telephone to follow up on complaints, and determines need for further review.

Compiles, reviews, and monitors financial, statistical and other programmatic data.

Prepares and/or edits reports and publications, with latitude as to the material to be included; conducts related correspondence. May involve use of microcomputers and related software packages, e.g. desktop publishing, word-processing, graphics software, etc.

Conducts seminars to keep agencies informed of services available, including methods to procure services and new equipment.

Plans, develops, and conducts programs for staff development and training.

Answers inquiries regarding functions, rules, regulations, policies and legislative proposals.

Prepares abstracts of cases for presentation before boards or commissions.

Performs related work as assigned.

Additional Job Duties

Departmental Technician 10 (Lead Worker)

Coordinates work by scheduling assignments of other departmental technicians.

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Oversees and assures the quantity and quality of the work by requiring strict adherence to methods and procedures.

Explains work instructions and adapts, if necessary, pertinent general methods and procedures in order to meet required needs.

Departmental Technician 10 (Senior Worker)

Performs on a regular basis departmental technician activities, which are recognized as the most complex.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE: Some knowledge in the area listed is required at the entry level, developing knowledge is necessary at the intermediate level, considerable knowledge is required at the experienced level, and thorough knowledge is required at the advanced level.

Knowledge of rules, regulations, policies, procedures, precedents and terminology used in the work.

Knowledge of the techniques of using reference materials and organizing data for reports.

Knowledge of the techniques of interviewing and of obtaining information.

Knowledge of organizations, work flow, staffing, forms and procedures.

Ability to use a microcomputer may be required for certain positions.

Ability to abstract and present significant facts from data.

Ability to interpret and apply complex laws, rules and regulations.

Ability to analyze data and operations and make recommendations for change.

Ability to conduct training and information sessions.

Ability to communicate effectively.

Ability to maintain favorable public relations.

Departmental Technician 10 (Lead Worker)

Ability to organize and coordinate the departmental technician activities of a specific work area.

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Ability to allocate work to other departmental technicians and support staff in a work area.

Ability to determine work priorities.

Working Conditions

None.

Physical Requirements

None.

Education

Possession of a high school diploma or a GED Certificate.

Experience

Departmental Technician 7

One year of experience performing experienced level (E7 level) office support activities.

Departmental Technician 8

One year of experience as a Departmental Technician 7.

OR

One year of experience performing senior (8) level office support activities.

Departmental Technician E9

Two years of experience as a Departmental Technician 7.

OR

One year of experience as a Departmental Technician 8.

OR

One year of 9-level office support experience.

OR

One year of experience as a supervisor of office support activities.

Departmental Technician 10

One year of experience as a Departmental Technician E9.

OR

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Two years of experience as a supervisor of office support activities.

OR

Two years of 9-level office support experience.

Special Requirements, Licenses, and Certifications

None.

NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

<u>Job Code</u>	<u>Job Code Description</u>
DEPTLTCH	Departmental Technician

<u>Position Title</u>	<u>Position Code</u>	<u>Pay Schedule</u>
Departmental Technician-E	DPTLTCH E	W41-007
Departmental Technician-E	DPTLTCH E	NERE-044
Departmental Technician-A	DPTLTCH A	W41-014
Departmental Technician-A	DPTLTCH A	NERE-041

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